



# STATE OF TENNESSEE

## DEPARTMENT OF HUMAN RESOURCES

### CLASS SPECIFICATION

Class Title: <b>REVENUE PROCESSING ASSISTANT 1</b>			Abbreviation: <b>RV PRC AST 1</b>
Class Code: <b>09335</b>	OCC Code: <b>3</b>	Analyst: <b>EX</b>	Effective Date: <b>October 7, 2005</b>

**SUMMARY:** Under general supervision, performs general figures and clerical work; and performs related work as required.

**DISTINGUISHING FEATURES:** This is the working level class in the Revenue Processing Assistant Series. An employee in this class opens, sorts, and processes correspondence, tax forms, and checks received, insuring that the amount on the form and the check amount agree and that all correspondence is routed to the appropriate section. The employee also performs the appropriate routing process for all items that contain errors. This class differs from Revenue Processing Assistant 2 in that an incumbent of the latter leads lower level staff in performing their duties.

#### EXAMPLES OF DUTIES AND RESPONSIBILITIES

1. Processes incoming mail: separates oversized envelopes, damaged mail, or mail that cannot be scanned by sorting machine; enters command codes into data fields on a computer which set the operations of sorting, extracting and other mail processing machines; inspects opened tax forms for accuracy and completeness of address, social security number, signature, amount due, and other taxpayer information; identifies specialized tax forms, checks for large payments, and tax forms received from tax enforcement officers to be batched separately; separates nonscannable tax forms for filming; sorts scannable tax forms by tax type in order to be batched.
2. Reviews received tax forms for completeness, accuracy, and timeliness: examines each tax form to check for completeness and accuracy of taxpayer information; compares tax form to attached check to verify the dollar amounts match; verifies tax form has been received prior to tax deadline; separates tax forms that missed tax deadline for separate batching; separates tax forms with cash to be sent to cashier's office; identifies mailings with multiple and/or different tax forms paid with one check; copies tax forms with change of address and final returns for taxpayer services.
3. Groups tax forms into batches by tax type for scanning or filming: sorts tax forms by batch types; checks tax forms for completeness and accuracy of address, social security number, signature, and other taxpayer information; determines number of tax forms to be included in each batch based on departmental procedure; attaches appropriate batch cover sheet according to type of batch (e.g., Electronic Funds Transfer, Single Batch, Multi Batch, Cross Batch); lists tax form type, batch number, and document location numbers in batch on batch cover sheets; places batch into appropriate tax form bin for routing to filming or scanning.



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4. Transfers tax forms and checks onto microfilm for storage and archiving: prioritizes batches to be filmed according to departmental procedure; runs each batch cover sheet, tax form, and check through microfilm machine to record image to film; reviews filmed batches to verify clarity of image, balanced totals on documents and checks, and document location numbers; maintains microfilm log sheet for each film roll; authorizes and deletes document location numbers for microfilmed documents in departmental database; makes duplicates of processed film; prepares a monthly summary report of all work activities including processed film roll numbers, document location numbers that were authorized, deleted, or duplicated, and number of tax forms filmed.

5. Files tax forms and film for storage and preparation for archiving: sorts keyed tax forms and processed film by tax type; organizes sorted tax forms and film into document location number order; checks error suspension report to identify tax forms for routing to error corrections; files tax forms and film by document location number and tax type; fulfills taxpayer and other agency requests for tax form copies via email, fax, or mail; packages tax forms to be shipped to the state archives.

6. Performs timely preventative maintenance on revenue processing equipment: vacuums processing machine interiors to remove dust particles and paper debris; replaces accessories and fluids such as ink, filters, bulbs, batteries, film processing solutions, water, and toner in processing machines as needed; cleans glass sensors in processing machines to remove dust particles; maintains log for all maintenance performed and machine downtime.

7. May be required to perform Data Specialist duties as needed: enters alphanumeric data from both hard copy and scanned images into correct numeric or alphanumeric fields on formatted computer screens; edits tax forms for entry into the Revenue Processing system; references training manual to determine proper data entry procedures for different tax forms and batch types.

#### MINIMUM QUALIFICATIONS

**Education and Experience:** Education equivalent to graduation from a standard high school.

**Substitution of Experience for Education:** Clerical or customer service experience may be substituted for the required education on a year-for-year basis.

**Necessary Special Qualifications:** None.

**Education and Experience:** Written Test, 100%, for Career Service positions.